



## CITY OF NEWPORT BEACH Board of Library Trustees AGENDA

Newport Beach Public Library

**Balboa Branch Library - 100 E. Balboa Boulevard**

Monday, March 3, 2014 – 5:00 p.m.

### **Board of Library Trustees Members:**

Jill Johnson-Tucker, Chair of the Board  
Jerry King, Vice-Chair of the Board  
Eleanor Palk, Secretary of the Board  
Robyn Grant  
John Prichard

### **Staff Members:**

Tim Hetherton, Library Services Director  
Elaine McMillion, Administrative Assistant

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#### **1) CALL MEETING TO ORDER**

#### **2) ROLL CALL**

#### **3) PUBLIC COMMENTS**

*Public comments are invited on agenda items. Speakers must limit comments to five (5) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on agenda or non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in silent mode.*

#### **4) APPROVAL OF MINUTES – February 3, 2014 Meeting**

#### **5) CURRENT BUSINESS**

*All matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. The Board of Library Trustees has received detailed staff reports on each of the items. There will be no separate discussion of these items prior to the time the Board of Library Trustees votes on the motion unless members of the Board of Library Trustees, staff or the public request specific items to be discussed and/or removed from the Consent Calendar for separate action.*

##### **A. CONSENT CALENDAR**

1. **Customer Comments** - Monthly review of evaluations of library services through suggestions and requests received from customers.
2. **Library Activities** - Monthly update of library events, services and statistics.
3. **Expenditure Status Report** - Monthly expenditure status of the Library's operating expenses; services, salaries and benefits by department.
4. **Board of Library Trustees Monitoring List** - List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

##### **B. ITEMS FOR REVIEW AND POSSIBLE ACTION**

1. **Balboa Branch Update** – Branch Librarian Andrea Jason will give an overview of the Balboa Branch Library services, programs and activities.
2. **NBPL Foundation Gift** – Request to accept a gift of chairs from the Newport Beach Library Foundation for the Friends Meeting Room.

3. **Budget Clarification /PERS Accounts** – Staff will present information as provided by the City Finance Division on the allocation of employee retirement benefits.

**C. MONTHLY REPORTS - No written reports created prior to the Board of Library Trustees Meeting**

1. **Library Services Director Report** - Report of Library issues regarding services, customers and staff.
2. **Friends of the Library Liaison Report** – Vice-Chair Jerry King's update of the most recently attended Friends of the Library Board's monthly meeting.
3. **Library Foundation Liaison Report** – Trustee Robyn Grant's update of the most recently attended Newport Beach Public Library Foundation Board monthly meeting.
4. **DSLS Liaison Report** - Trustee Eleanor Palk's update of the most recently attended Distinguished Speakers Lecture Series Committee's monthly meeting.

**6) BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)**

**7) PUBLIC COMMENTS ON NON-AGENDA ITEMS**

*Public comments are invited on non-agenda items generally considered to be within the subject matter jurisdiction of the Board of Library Trustees. Speakers must limit comments to three (3) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in the silent mode.*

**8) ADJOURNMENT**

*This Board of Library Trustees is subject to the Ralph M. Brown Act. Among other things, the Brown Act requires that the Board of Library Trustees agenda be posted at least seventy-two (72) hours in advance of each regular meeting and that the public be allowed to comment on agenda items before the Board of Library Trustees and items not on the agenda but are within the subject matter jurisdiction of the Board of Library Trustees. The Board of Library Trustees may limit public comments to a reasonable amount of time, generally three (3) minutes per person.*

*It is the intention of the City of Newport Beach to comply with the Americans with Disabilities Act ("ADA") in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, the City of Newport Beach will attempt to accommodate you in every reasonable manner. If requested, this agenda will be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and the federal rules and regulations adopted in implementation thereof. Please contact the City Clerk's Office at least forty-eight (48) hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible at (949) 644-3005 or [cityclerk@newportbeachca.gov](mailto:cityclerk@newportbeachca.gov).*

## CITY OF NEWPORT BEACH

### Board of Library Trustees Meeting Minutes February 3, 2014 – 5:00 p.m.

A notice pursuant to the Board of Library Trustees By-Laws, Article VIII, §2 was posted on Tuesday, January 21, 2014. The agenda for the Regular Meeting was posted on Thursday, January 30, 2014, at 10:19 a.m. on the City Hall Electronic Bulletin Board located in the entrance of the City Council Chambers at 100 Civic Center Drive; at 11:45 a.m. on the City's website, and at 1:55 p.m. in the Meeting Agenda Binder located in the entrance of the City Council Chambers at 100 Civic Center Drive.

#### **CONVENED AT 5:00 p.m.**

1) **CALL MEETING TO ORDER** – Chair Johnson-Tucker called the meeting to order.

2) **ROLL CALL** – Roll call by Administrative Assistant Elaine McMillion.

Trustees Present: Jill Johnson-Tucker, chairing the meeting  
Jerry King  
Robyn Grant  
John Prichard

Trustees Absent: Eleanor Palk

Staff Present: Tim Hetherton, Acting Library Services Director  
Melissa Kelly, Support Services Coordinator  
Debbie Walker, Youth Services & Branch Coordinator  
Natalie Basmacyan, Reference Supervisor  
Rebecca Lightfoot, Reference Librarian  
Elaine McMillion, Administrative Assistant

#### 3) **PUBLIC COMMENTS**

Mr. Mosher noted that it is very awkward, unproductive and perhaps even improper to have the comments at the beginning before the public has heard the reports. Chair Johnson-Tucker stated that at this meeting comments would be taken from the public after the annual budget update report has been given.

Mr. Mosher pointed out that the OverDrive eBook service states that, "*Digital books are not available for download from participating Library computers. Downloads are only available to your personal PC, laptop, or PDA.*" He noted that he had verified that the public can read the OverDrive books despite the warning, without using their own device. They are able to do this by logging onto Internet Explorer with a public computer, and going through the Yahoo commercial service. If an individual accesses the OverDrive service this way they may be totally unaware of what the Library offers through the Library website. Library Services Director Tim Hetherton noted that he would look into this further. Chair Johnson-Tucker suggested that when highly technical items are on the agenda that the staff member involved be present at the meetings to address any questions or concerns that may arise. Chair Johnson-Tucker thanked Mr. Mosher for his comments.

#### 4) **APPROVAL OF MINUTES** –

January 6, 2014 Meeting Minutes:

Page 3, Item B.2. second sentence change Maintain to Monitor, and change sock to stock company.  
Page 3, Item B.2. third sentence, change Reference USA to ReferenceUSA.  
Page 4, Item C.1. first sentence, place a period after budget season. Start next sentence with He.

**Motion** made by Trustee Grant and seconded by Trustee King and carried (4 - 1) to approve the minutes of Monday, January 6, 2014 as amended.

AYES: Johnson-Tucker, King, Grant, Prichard  
NOES: None  
ABSTENTIONS: None  
ABSENT: Palk

## January 14, 2014 Special Meeting Minutes:

Page 2, Item 5. last paragraph, add Trustees in front of Vice-Chair King.

**Motion** made by Trustee Prichard and seconded by Trustee King and carried (4 - 1) to approve the minutes of Tuesday, January 14, 2014 as amended.

AYES: Johnson-Tucker, King, Grant, Prichard  
NOES: None  
ABSTENTIONS: None  
ABSENT: Palk

## **5) CURRENT BUSINESS**

### **A. CONSENT CALENDAR**

1. **Customer Comments** – *Monthly review of evaluations of library services through suggestions and requests received from customers.*
2. **Library Activities** – *Monthly update of library events, services and statistics.*
3. **Expenditure Status Report** – *Monthly expenditure status of the Library's operating expenses, services, salaries and benefits by department.*
4. **Board of Library Trustees Monitoring List** – *List of agenda items and dates for monthly review of projects by the Board of Library Trustees.*

**Motion** made by Trustee Grant and seconded by Trustee Prichard and carried (4 - 1) to approve the Consent Calendar Items as presented.

AYES: Johnson-Tucker, King, Grant, Prichard  
NOES: None  
ABSTENTIONS: None  
ABSENT: Palk

### **B. ITEMS FOR REVIEW AND POSSIBLE ACTION**

#### **1. Downloadable Services Update**

Reference Librarian Rebecca Lightfoot introduced herself and presented an overview of the Library's downloadable services and usage statistics. She displayed one of the Library's iPads that may be

checked out by customers to access these services. The Library has Axis360 and OverDrive which are the two eBook downloadable services and Zinio, which is the Library's downloadable eMagazine service. The Library launched Axis 360 in November 2012 and since then it has grown three-fold with check outs increasing from a little over 100 per month to over 300 per month. The OverDrive service has much more content with last month's NBPL check-outs reaching over 5,000. The OverDrive service is shared with Central Library and a consortium of eighteen other libraries.

The growth of the downloadable services has much to do with the eBook classes that are offered through the Library. These classes assist customers on a one-on-one basis to help them learn more about this service and how to use their device to access the Library's eCollections. The classes are becoming more popular with individuals purchasing devices and wanting to learn how to use them to download these applications. Registration is required so that the classes remain small enough to help give individual attention to the attendees. Customers may sign up in person, by phone or through the Library's website. The Zinio service provides over 100 magazine titles and last month reached over 3,100 check-outs. There is now the ability to check-out back issues with this service and features to enlarge the print.

The *Gale Virtual Reference Library* has been growing as well with over 214 sessions last month. This database provides a wealth of information. There is also a text-to-speech function which works on desktop computers. Trustee Grant suggested that there should be an option when searching a title on the Library's website that notes an eBook title if available in eBook format. Axis 360 provides this service; however, at this time due to additional costs to add it to OverDrive, the consortium has opted out of using this feature. Some of the titles, not all, have been entered into the system this way as the Library had some interns working at the Library awhile back that were able to manually input some of the titles into the database.

The Board Trustees thanked Rebecca for her presentation and at 5:18pm she left the meeting.

## **2. Annual Budget Update**

Support Services Coordinator Melissa Kelly distributed a list of the 2014 adopted, amended and expended year to date salaries and benefits, operating expenses, and capital outlay expenses with breakdowns and descriptions for each area within each of these categories were listed. Prior to this meeting Melissa reviewed the budget was by Trustees Robyn Grant and John Prichard. Tim Hetherton and Melissa Kelly met with the Public Works director last week to discuss potential facility needs. The proposed base budget for fiscal year 2014/2015 was also noted. Some of the items discussed were the importance of an increase to the training budget, repaving the parking lot at the Central Library, security camera replacement, and details on the decrease in salaries and benefits. A supplemental request of \$8,087 to increase the City's contribution to move the Literacy Coordinator position from .4 to .5 was discussed. The totals listed in this report do not include the Library support group's donations, as these donations cannot be accounted for until received.

Residents Jim Mosher and Carl Cassidy asked for more detail in the areas of this report which included salaries and benefits, employee and employer contributions, and materials. Employees are paying more toward their own retirement than in the past, and new employees are hired in at a different tier with a lower rate of pay and benefits to replace top tiered employees. This helps decrease the salaries and benefits budget. Discussion continued.

The Board asked staff to bring a list of the larger budget request items such as new carpet for the Friends Meeting Room for review to a future meeting sometime prior to November when the completed budget is due at City Hall.



**Motion** made by Trustee Grant and seconded by Trustee Prichard and carried (4 - 1) to approve the budget as presented, and approval of the \$8,087.00 requested for the Literacy Coordinator position as presented.

AYES: Johnson-Tucker, King, Grant, Prichard  
NOES: None  
ABSTENTIONS: None  
ABSENT: Palk

### 3. Board of Library Trustees By-Laws –

Following are the Board of Library Trustees By-Laws as presented.

Section 1. The regular meetings shall be held on the ~~first~~ **third** Monday of each month commencing at 5:00 p.m. at the Central Library **or at a specified branch library**, unless noticed otherwise. In the event the ~~first~~ **third** Monday of the month is a holiday observed by the City, such regular meeting shall be held on the next business day commencing at 5:00 p.m. at the Central Library unless noticed otherwise. Special meetings may also be held subject to compliance with the provisions of the Ralph M. Brown Act.

Section 4. Study sessions, ~~if necessary, may shall~~ be held ~~on the first Monday of each month if necessary at the Central Library, prior to the regularly scheduled board meeting,~~ for the purpose of discussing administrative reports, hearing staff presentations, gathering information, reviewing, discussing and debating matters of interest to the Library. No official action shall be taken at a study session. Study sessions shall be held subject to compliance with the provisions of the Ralph M. Brown Act.

**Motion** made by Trustee Prichard and seconded by Trustee Grant and carried (4 - 1) to change the Board of Library Trustees meeting date from the first Monday of every month to the third Monday of every month, to begin on Monday, May 19, 2014, as amended.

AYES: Johnson-Tucker, King, Grant, Prichard  
NOES: None  
ABSTENTIONS: None  
ABSENT: Palk

### 4. Library Gift and Donor Policy Revisions

Trustee Robyn Grant began the discussion by giving the background on why the revisions were requested. Support Services Coordinator Melissa Kelly and Trustee Robyn Grant reviewed the current policy prior to this meeting, and revised the wording as presented in the handout for this meeting. After review and discussion the Board decided not to change the policy as all donations are accepted and the Board is informed accordingly.

**Motion** made by Trustee Prichard and seconded by Trustee Grant and carried (4 - 1) to leave the policy as is with no revisions.

AYES: Johnson-Tucker, King, Grant, Prichard  
NOES: None  
ABSTENTIONS: None  
ABSENT: Palk

### C. MONTHLY REPORTS

## 1. **Library Services Director Report**

Library Services Director Hetherton reported that the Spark of Love Toy Drive sponsored by the Newport Beach Fire Department was a success. The Central Library had full drop off boxes at both entrances which showed the generosity of this community. The City displayed trash cans on the second floor to help residents choose which option to select from the new City services. The City has implemented a staff reporting software called Novus for City Council staff reports and Boards and Commission agendas and reports. The City has also adopted a new Employee Performance evaluation software program which staff supervisors have reported as being much easier to use than the old system. The Library offers Lynda.com, which is an online learning resource. This database offers many useful classes and tutorials. Library and Recreation department staff met to discuss ways in which to market the Media Lab and partner with them in offering on-line courses. Courses will be offered through the Spring Navigator beginning in April 2014.

The Library concierge service at the Oasis Senior Center began on January 21. The service is modeled after the Newport Coast Community Center where customers place requests for materials with staff or online and select OASIS as their pick-up location. Customers may then return their materials to OASIS or the Central Library or at any of the Library branches. There was discussion on the possibility of expanding this service to the west side near the West Newport Community Center. The Newport Coast Community Center book drop will have to be doubled as it fills up quickly on the weekends.

A promotional opportunity has been opened to fill the full time Library Assistant position vacated by Mara Cota, who accepted a position with the San Mateo County Library as a Community Outreach Librarian. Mara ran the Young Adult Advisory Council (YAAC) and hosted our "Look at the Library" program on NBTv, and she will be greatly missed. Full-time Children's Librarian Mona Kobersy was asked to take Mara's place on YAAC. Mona recently held her first meeting with YAAC members.

The Board asked Youth Services and Branch Coordinator Debbie Walker to schedule Mona to come and report on the YAAC program to the Board at one of their future meetings.

2. **Friends of the Library Liaison Report** – Trustee King noted that the book sale was held on Friday, February 7 for Friends members only and on Saturday February 8, 2014 for the public.
3. **Library Foundation Liaison Report** – Trustee Grant noted that the last meeting was held last Monday, in the Central Library new staff conference room next to the Media Lab. A Zinio download presentation was made, and an update on the donor wall was presented. The Foundation has provided \$53,000 for the purchase of 200 new Friends Meeting Room chairs and nine chair trollies. The chair selected for display at this meeting was disputed as not being comfortable. The existing chairs being used in the Friends Meeting Room were previously used at OASIS and present a tripping hazard. When stacked the chair pad retains an indentation mark from the chair stacked above it. Trustee Grant noted that the Foundation has had 500 books printed that highlight the last sixteen DSLS Witte lectures to be used in fundraising efforts.
4. **DSLS Liaison Report** – Trustee Prichard reported that the DSLS Committee met on January 16 and the scheduled lectures are on target. The 500 books were planned as a one-time printing with future periodic updates. Sponsorships are going well and the Kenneth Turan lecture ticket sales and attendance were also noted. They reported on their retreat which was held in December and which covered new members, a new podium, reserved seating, increasing partnerships, budget and retaining more local speakers.
- 6) **BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)**

The next meeting will be held on Monday, March 3, 2014 at the Balboa Branch Library. Chair Johnson-Tucker asked the Trustees to arrive early and do a walk through prior to the meeting, and asked that Branch Librarian Andrea Jason be at the meeting to give a branch report.

## 7) PUBLIC COMMENTS ON NON-AGENDA ITEMS

Mr. Mosher commented on potential identity theft presented by the check-out system. The current system allows a user to manually enter a library card number when they do not have their card. An individual who may not be the valid card holder may then check out items under another's name. If a customer has a book delivered to one of the concierge service locations they could do the same, and having staff members validate identification at check-out would help. He also suggested that the Board may want to have a meeting where the public could be invited to engage with the new director to share ideas on what they would like to see the library doing.

## 8) ADJOURNMENT – 6:41 p.m.

Submitted by: \_\_\_\_\_  
Chair Approval of Minutes



**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS**  
**JANUARY - FEBRUARY 2014**

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p align="center"><u>1</u> 1/28/2014 Comment Form - Card Natalie Basmaciyan Adult Services Coordinator 2/4/2014</p>	<p>Great relaxing environment! Very nice staff at Central Library. Please, please please add more Internet services. I'm trying to simultaneously back-up my iPhone on HP Cloud and cannot also login to a desk top computer while I am waiting. Please enable more WIFI capacity to do this.</p>	<p>Natalie Basmaciyan responded via email as follows: Thank you for taking the time to complete a customer comment card regarding the Central Library, and for the kind words about our staff and environment. With regards to your comments about the Internet service, we strive to serve as many customers as possible with the bandwidth. Allowing customers to use multiple devices detracts from this goal at this time. We also generate statistics about the bandwidth to evaluate our service on an ongoing basis and through feedback like yours. Please let me know if I may be of further assistance in any way.</p> <p><i>The customer responded via email as follows: Hi Natalie! Thanks for getting back to me. I greatly appreciate it! Sounds like the bandwidth issue, etc would be an easy fix and would allow people to quickly use multiple devices in a short burst of time. For instance, while I am backing-up a few photos up from my phone to iCloud, I would like to be able to be checking email on one of your desk-top, public computers. Curious if anyone has RECENTLY approached/applied for a grant from Apple to help out with this. Many thanks! I sincerely appreciate how professional you and the entire staff is over there.</i></p>
<p align="center"><u>2</u> 1/29/2014 Comment Form - Email Natalie Basmaciyan, Adult Services Coordinator 1/30/2014</p>	<p>There are people in the Library whom are a potential threat to your computers and the keyboards. They are pounding on Library property and not one administrator has come. Who could be so disruptive and enter mischief for over an hour like this.</p>	<p>Natalie Basmaciyan responded via email as follows: Thank you for taking the time to contact us regarding the conditions at the public computers last night. We make every effort to monitor customers' use of the computers to ensure a pleasant environment for everyone; however, the staff may be assisting customers at the service desk when situations occur. Please feel free in the future to approach any staff member if you see or hear conditions that prevent you from enjoying any of our libraries. Please let me know if I may be of further assistance with this matter, or with anything else you may encounter next time you come in to the library.</p>
<p align="center"><u>3</u> 1/31/2014 Comment Form - Email Natalie Basmaciyan Adult Services Coordinator 2/4/2014</p>	<p>I had question in regards to study room my group wanted check out room. One of librarians told us to wait a hour the rooms were already reserved today's sign in sheet had marks with no names on time slots or card numbers we pointed towards the larger study room that was empty were told it's booked. Policy with checking out study rooms if thier no reservation on sign in sheet. Black short hair lady told us a study room was available at certain time we booked it but the group still had time left on thier reservation they we're completely unprofessional on proper conduct on checking in study rooms.</p>	<p>Natalie Basmaciyan responded via email as follows: Thank you for taking the time to contact us regarding the Study Room checkout on Friday morning. We strive to assist all our customers in an efficient, professional manner and I apologize for any inconvenience you experienced last week. I reviewed the incident and the Study Room checkout procedures with the Librarian. She indicated that she had just reserved Study Room 3 (the large room) for another group and had not yet put their information on the sheet, and that she made a reservation for you later that morning. I hope your experience does not diminish your use of the library or our resources. Please let me know if I may be of further assistance with this or any other matter.</p>

<p>COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p>4 2/2/2014 Comment Form - Email Debbie Walker Branch &amp; Youth Services Coordinator 2/3/2014</p>	<p>I just wanted to comment on one of your employees at Mariners. I was at the Library at noon on Sunday the minute library opened to pick up my reserve book. (I had been out of town) She showed me the book she had not checked it to the next person on the list and said sorry you can't have it. The library closed on Sat Feb 1, I was there yes Feb 2 --but the minute the library opened. This woman refused to check out the book to me. You really don't need employees like this on your payroll.</p>	<p>Debbie Walker responded via email as follows: I was forwarded your e-mail regarding the hold you had to pick up at Mariners. The book does have a long hold queue and had been checked in prior to opening (staff does arrive at 11:30 and the book was checked in at 11:45). Once it was checked in it does automatically get assigned to the next person on the list. I have shuffled the queue and placed you at the top of the list so you should be getting a copy in the very near future. You did mention that you had gone out of town. Please don't hesitate to see the Reference staff if you would like to see how to freeze holds when you are close to getting them and know that you are leaving the area. I am sorry that you had a bad experience with the Mariners staff. I have asked the direct supervisor at Mariners to speak to her regarding this incident. We do appreciate your use of the library. <u>The customer responded via email as follows: Thank you. I appreciate your fast response.</u></p>
<p>5 2/10/2014 Comment Form - Letter</p>	<p>Dear Director, I have had the utmost pleasure with and in my dealings with your following staff: Jeremy, Natalie, Marjorie, Pat, Steven, and Melissa. I must not forget Stuart! They all have been very helpful, pleasant and knowledgeable. I am sure there are more library staff that are not mentioned above but as yet have not had the opportunity to use their expertise.</p>	<p>No Contact Information Given</p>
<p>6 2/13/2014 Comment Form - Email Melissa Kelly Support Services Coordinator 2/13/2014</p>	<p>We are away from the area for a short time and I sent my library card with my husband to pick up a requested item. He was advised that I should be there with my card to pick up item. I'm not sure what difference it makes. My name is on card and I am responsible. By the way, he is also a NBPL card holder at the same address. This was yesterday at CdM branch. Thank you</p>	<p>Melissa Kelly responded via email as follows: I am sorry for any inconvenience that this situation may have caused. You are right in saying that you are the one who will be responsible for the items checked out on your card and in this case you gave the card to someone you trusted to bring the items home for you. Unfortunately there are sometimes situations where a stranger finds a card or a family member uses a card without permission and leaves the unsuspecting patron "holding the bag". We try to be careful and make sure that we do not hold someone responsible for items that they did not take out of the building, so we generally ask the person picking the item up to check it out on their own card. This way if the person picking up the item never gets it to you and never returns it to the Library, you are not held responsible. I know that this sounds convoluted when we are talking about your personal situation involving your trusted spouse, but I hope that you can understand that we try to have policies that will protect everyone. Thank you for using your Library, <u>The Customer responded via email as follows: Thank you!</u></p>

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p><u>Z</u> <u>2/14/2014</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>2/18/2014</u></p>	<p>How do I sign up for online account?</p>	<p><u>Melissa Kelly</u> responded via email as follows: On the left hand side of the front page of the Library website <a href="http://www.newportbeachlibrary.org">www.newportbeachlibrary.org</a> under My Account there is a link that says Get a Library Card. Click on that link and it will take you to the online registration form. Fill out this short form and you will receive a temporary library card number that allows you to place holds and access our library databases. Your temporary card number is good for 30 days. Stop by any library branch during that time and show your California ID to pick up your permanent card. The permanent card allows you to check out items from the library, including downloadable books. Please let us know if you need more information.</p>
<p><u>8</u> <u>2/18/2014</u> <u>Comment Form - Email</u> <u>Debbie Walker</u> <u>Branch &amp; Youth Services Coordinator</u> <u>2/18/2014</u></p>	<p>Hello, we didn't realize the library was closed yesterday (2/17) but returned most of our items at the Mariners branch, but this morning I received an overdue notice concerning them. I think they probably just haven't been checked back in - I'm wondering if the extra day's charge will be removed once they are, since there were taken back on Monday? Thanks for your assistance and time in answering! I appreciate it.</p>	<p><u>Debbie Walker</u> responded via email as follows: In looking at your record I do see that you did have items that were overdue with due dates of February 14. When the library is closed for a holiday we do not charge fines for that day so any fines you have accrued will not include the closed date. This morning the staff at Mariners will be checking in all items that were dropped off on Monday and earlier today. You may call the Mariners Branch later today and they will be able to confirm any fines that you have and that they have checked in the items that you dropped off on the closed date. They can be reached at 949-717-3838. Don't hesitate to contact the Mariners staff or myself if you have any further questions regarding your record.</p>
<p><u>9</u> <u>2/19/2014</u> <u>Comment Form - Email</u> <u>Natalie Basmaciyan</u> <u>Adult Services Coordinator</u> <u>2/19/2014</u></p>	<p>A couple times recently me and my teenage daughter enter teen center thier babyboomer older male black hair sits at larger table display disturbing behavior with very young Asian girl teen hugging and kissing they sit apart like thier not together they she sit at his table in teen center it's inappropriate for this older man be sitting in the teen room without out teen sneaky behavior with very young Asian tells me something isn't right I mentioned to library staff they blew me off and one staff member guy curly black hair came into center. he never mentioned nor question this man for being in center this was outrageous me as parent of young teen .</p>	<p><u>Natalie Basmaciyan</u> responded via email as follows: Thank you for taking the time to communicate your concerns about customers in the Teen Center. Adults are permitted to utilize the space in the Teen Center with the understanding that Teens are allowed to congregate and talk for group study. Conduct of a physical nature that you encountered, however, is addressed by the staff either when we are made aware of the situation or if we witness the behavior. I will review with our staff that we need to evaluate and take action when situations warrant doing so. Please let me know if I may be of further assistance with this or any other matter.</p>

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p>10</p> <p>2/18/2014</p> <p>Comment Form - Card</p> <p>Natalie Basmaciyan</p> <p>Adult Services Coordinator</p> <p>2/20/2014</p>	<p>Too loud. No food/drink in Library. Drape across stairway from restaurant to cut down noise from tables at top of stairs. Children going to and from Children's area too loud and parents don't do anything about keeping them quiet. The quiet is part of Library.</p>	<p>Natalie Basmaciyan responded via phone as follows: I left a message letting the Customer know that we received his note detailing several concerns about the Central Library. I encouraged the Customer to call me back so we may discuss the concerns and possibly identify solutions.</p>
<p>11</p> <p>2/18/2014</p> <p>Comment Form - Card</p> <p>Natalie Basmaciyan</p> <p>Adult Services Coordinator</p> <p>2/20/2014</p>	<p>Keeping the main library and the CDM branch open for many hours. Please reinstate your subscriptions to fall service ValueLine and Morningstar. These are invaluable for the small investor.</p>	<p>Natalie Basmaciyan responded via email as follows: Thank you for taking the time to contact us regarding the ValueLine and Morningstar databases. We are currently evaluating all of our databases to see where we may be able to enhance and add services to better serve our customers. I will certainly explore upgrading our ValueLine and Morningstar offerings and will let you know the decision as soon as possible. Please let me know if I may be of further assistance with this or any other matters. Natalie Basmaciyan also left a voice mail message for the Customer to discuss her comments regarding the databases as the email bounced back as undeliverable.</p>

## NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees  
From: Tim Hetherton, Acting Library Services Director  
Re: Report of Library Activities – March 3, 2014 Board of Library Trustees Meeting

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### **TIM HETHERTON, LIBRARY SERVICES DIRECTOR**

In January I was fortunate enough to be appointed Library Services Director. It is a great honor to serve our customers, the Board of Library Trustees, the City Arts Commission, the Friends of the Library, the Library Foundation, and our staff.

The interview process was a valuable experience. In preparation for the interviews, I was able to identify some broad yet essential goals I have for the Library:

- To expand and enhance services, resources, and programs to make the customer experience even better;
- To market the Library and Cultural Arts effectively in order to increase awareness of their value to the community;
- To enhance the Library's effectiveness through staff development and organizational structuring to support the delivery of high quality services.

I held an All Staff meeting on January 30<sup>th</sup> to share these goals with Library employees. I stressed our importance in the community and the value of our efforts. Underpinning everything we do is the fact that we are maintaining and cultivating the relationships we have with our stakeholders and customers.

Here's what's went on in January:

#### **Library Services Manager Recruitment**

We are currently recruiting for a Library Services Manager, to fill the position vacated by me. This is an important position, as the Library Services Manager will assist in the management, strategic planning and implementation of all facets of Library operations: customer service, technology, budget, staff development, marketing, outreach, and collections.

#### **Lynda.com**

Lynda.com is a valuable resource available in the Media Lab. It is a database of 2,411 courses and 113,000 tutorials on a wide array of topics. There are courses for self-directed learning for all levels that cover technical skills, creative techniques, business strategies, and more. Here are the newest course additions to Lynda.com:

#### **BUSINESS**

*Preventing Scope Creep*

*Excel 2013: Macros in Depth*

## **DESIGN**

*Creative Quick Tips*

*Artist at Work: Tertiary Colors*

*Designs deconstructed: Gradient Dot Patterns with Illustrator*

*InDesign Secrets*

*InDesign Insider Training: Data Merge and Database Publishing*

*Artist at Work: Playing with Space*

## **WEB**

*UX Design Techniques: Ideation*

## **DEVELOPER**

*Distributing Android Apps*

## **PHOTOGRAPHY**

*The Art of Photoshop Compositing*

*The Practicing Photographer*

*Photoshop Color Correction: Advanced*

*Portrait Project: Changing a Studio Background*

## **EDUCATION**

*Up and Running with Lectora Inspire*

*Teacher Tips*

*Up and Running with Promethean ActivInspire*

## **VIDEO**

*DSLR Video Tips*

## **3D + ANIMATION**

*Cinematography in Maya*

*Maya Tips and Tricks*

*Primitive and Spline Modeling in CINEMA 4D*

*Entertainment Creation Suite: Getting Started with Backburner*

*Entertainment Creation Suite: Getting Started with MatchMover*

## **COMPUTER ASSISTED DESIGN**

*Up and Running with AutoCAD for Mac*

## **AUDIO**

*Pro Tools Mixing and Mastering*

## **MELISSA KELLY, SUPPORT SERVICES COORDINATOR**

### **Facilities**

After a great deal of discussion, it has been decided that the Central Library's outside book drop should be placed on the first floor of the parking structure. This is the area that cars can drive directly through from the City Hall entrance drive to the Library's parking lot. An area near a mechanical closet is available and will not need any further prep prior to installation. When driving from north to south, a customer will be able to pull up next to the book drop and deposit



materials without leaving their car. The book drop should be delivered and installed within the next six weeks.

We will also be installing a second book drop at the Newport Coast Community Center. That book drop is used by many people and fills up over a weekend and/or holiday.

The City contracted with the company AMEC to do a survey of the City's facilities. Library staff spent time with the company going over the mechanical and electrical systems, the flaws, advantages and maintenance records of each of the Libraries. The results of this work are now being entered into a program which will provide us information on the current condition of each facility and the cost to rehabilitate it. The City will use this program as a planning tool to prioritize improvements. It will be interesting to see where our buildings land in an updated Replacement/Rehabilitation Program.

### **Circulation**

The circulation staff from Central Library and the Corona del Mar Branch raced through the process of inserting and programming RFID tags in all of the materials at the CDM Branch. We have now completed tagging for all collections except those at the Balboa Branch. The tagging workstation has been moved to Balboa and the process has begun. We hope to have it finished in six weeks.

### **Literacy**

Cherall Weiss, Literacy Coordinator, worked with the staff at the Oasis Senior Center to set up a tutor orientation and training session at the Center. The first meeting was held on February 20<sup>th</sup> and was full.

## **DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR**

### **Branches**

While Valentine's Day crafts proved to be popular programs at Mariners and Balboa, CDM hosted an event put on by Wild Wonders which focused on animals of North America. Over 100 participants were able to see a porcupine, American Alligator, opossum and Great Horned Owl and a few other friends from the animal kingdom.

Kristin Whipple, Part-time Library Assistant at Balboa left the Newport Beach Library system on Thursday, February 20. Kristin recently completed her Master's of Library Science degree and was able to obtain a full-time Children's Librarian position with the Orange County Public Library system. Kristin will be greatly missed. Her programs were creative and well-planned and she always had a ready smile for customers and fellow staff. We wish her well.

RFID tagging has been completed at CDM and is now starting at Balboa. Scanners, which were purchased with a generous donation from the Foundation, are in the process of being installed at CDM and Balboa. Mariners and Central have had scanners for some time. There is no charge to use them and they have proved to be very popular.

### **Youth Services**

At Central the last of the first grade class visits were held during the first two weeks of the month. This year every school we contacted took advantage of this great opportunity. Thanks again to the Friends of the Library for providing funding for this great program. Storytime

attendance continues to be solid at Central. Customers and staff alike are enjoying the space provided by the expansion area.

### **Teen Services**

Mona discussed the results of the survey she had given YAAC members and talked to them about upcoming events that would give them opportunities to volunteer. She also talked to the group about Summer Reading Program and some other adult/teen programming ideas that they might find of interest.

### **NATALIE BASMACIYAN, ADULT SERVICES COORDINATOR**

#### **Tuesdays @ 2 Classes**

The 2014 Tuesdays @ 2 classes began on February 18, and featured downloading electronic resources onto older devices. Six customers attended the class, and all of them possessed old Kindles. Each customer received personal service due to the small class size. The second class was scheduled on February 25, and featured an overview of our Lifelong Learning offerings.

#### ***Manuscripts* Book Discussion Group**

The *Manuscripts* book discussion group featured Behind the Beautiful Forevers by Katherine Boo. Ms. Boo hosted a Foundation event the same week to discuss her time in Mumbai. Forty-five customers attended the book discussion group. The event is free and open to the public.

#### **What's Cooking**

Chef Andrew Gruel from Slapfish in Huntington Beach discussed sustainable seafood options and demonstrated recipes from his popular restaurant. Customers enjoyed samples of lobster grilled cheese and clam chowder. Eighty customers attended the event.

#### **Sunday Musicale**

The Sunday Musicale featured the Spirit Bells of Concordia University, and the event was well-attended. The program included original compositions, solos and demonstrations.

#### **SAT Practice Test**

Forty-eight local high school students attended the SAT Practice Test event, proctored by a representative from Kaplan.

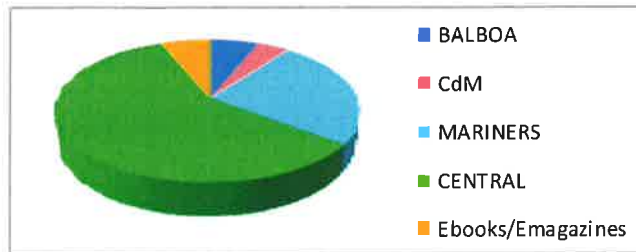
Database	Jan-14	Jan-13	Jan-12	YTD 13/14	YTD 12/13	YTD 11/12
<b>Tracked by #searches</b>						
Ancestry	908	1498	922	6168	17966	14447
Career Transitions		N/A	21		58	168
BioResCtr*	100	117	163	256	1646	1158
FoF Ancient Hist	26	13	44	120	619	338
GDL	7	24	5	129	264	178
GVRL	128	42	182	362	1807	2119
HeritageQuest	784	177	197	4705	4735	3222
Kids InfoBits	84	11	12	58	326	125
LitResCtr	208	23	150	348	9620	3786
Opposing Vpts*	171	201	12	214	3035	725
Nat Geo	18	14		109	399	0
Nat Geo Kids	9			46	27	0
NovelList	149	93	323	862	2722	2032
NovelList K-8	111	42	71	152	544	863
ProQuest	3555	3296	3488	13676	51336	40227
Ref USA Bus.	4235	3417	3698	10630	59879	50546
Ref USA Res.*	99	146	199	330	2587	8453
Tumblebooks	1684	638	1413	5579	10584	7797
World Book Online	331	32	91	265	1156	1148
<b>Tracked by #sessions</b>						
Cypress Resume	15	10	19	71	226	132
LiveHomework	20	66	350	162	785	2263
Testing & EdRefCtr	96	26	88	246	446	498
Universal Class	62	158	96	313	1055	640
<b>Tracked by #page views</b>						
CultureGrams	682	90	125	525	5973	2239
Morningstar	3515	5727	2433	28159	100148	23463
NetAdvantage		1752	130	8552	30584	8200
RealQuest	120	1181	124	4708	13127	7368
Rocket Languages	27	39	98	274	514	755
Value Line	33308	26536	11,730	114641	224744	118996

## NEWPORT BEACH PUBLIC LIBRARY - JANUARY 2014

### CIRCULATION

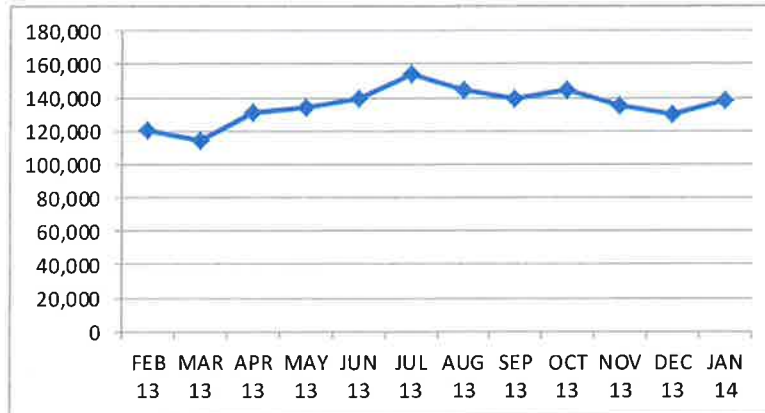
#### CURRENT

	Jan-14	YTD 13/14
BALBOA	8,380	61,164
CdM	5,809	41,633
MARINERS	34,692	248,748
CENTRAL	80,943	599,553
Ebooks/Emagazines	8,487	50,734
<b>TOTAL</b>	<b>138,311</b>	<b>1,001,832</b>



#### 12 Month Comparison

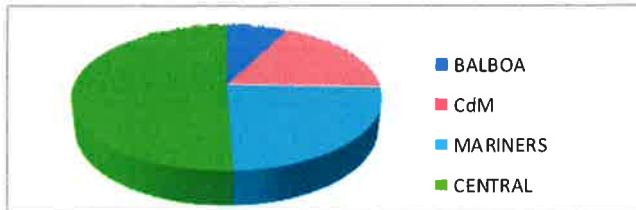
FEB 13	121,265
MAR 13	114,948
APR 13	131,033
MAY 13	134,690
JUN 13	140,123
JUL 13	154,650
AUG 13	144,865
SEP 13	139,999
OCT 13	145,190
NOV 13	135,605
DEC 13	130,145
JAN 14	138,311
<b>TOTAL</b>	<b>1,630,824</b>



### PROGRAM ATTENDANCE

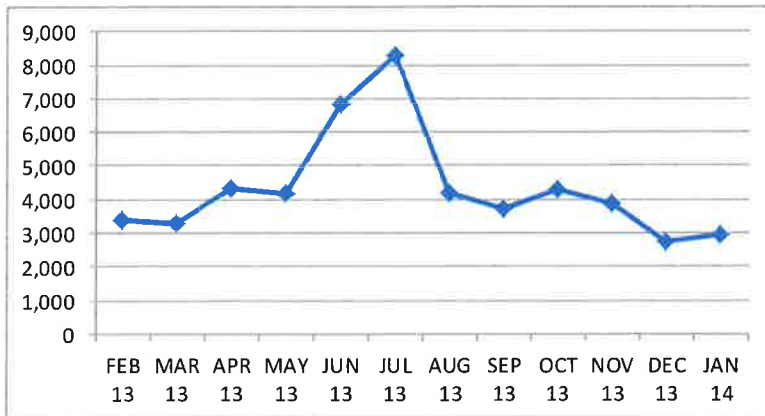
#### CURRENT

	Jan-14	YTD 13/14
BALBOA	226	1,797
CdM	536	4,331
MARINERS	707	5,269
CENTRAL	1,504	18,700
<b>TOTAL</b>	<b>2,973</b>	<b>30,097</b>



#### 12 Month Comparison

FEB 13	3,435
MAR 13	3,321
APR 13	4,371
MAY 13	4,184
JUN 13	6,827
JUL 13	8,295
AUG 13	4,200
SEP 13	3,726
OCT 13	4,280
NOV 13	3,894
DEC 13	2,729
JAN 14	2,973
<b>TOTAL</b>	<b>46,533</b>

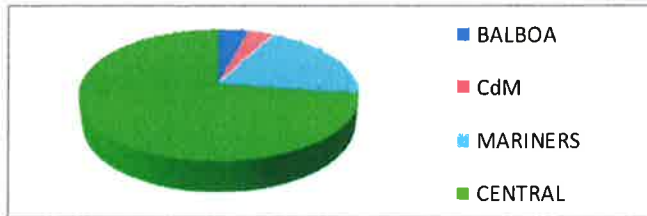


## NEWPORT BEACH PUBLIC LIBRARY - JANUARY 2014

### CUSTOMERS SERVED IN THE LIBRARY

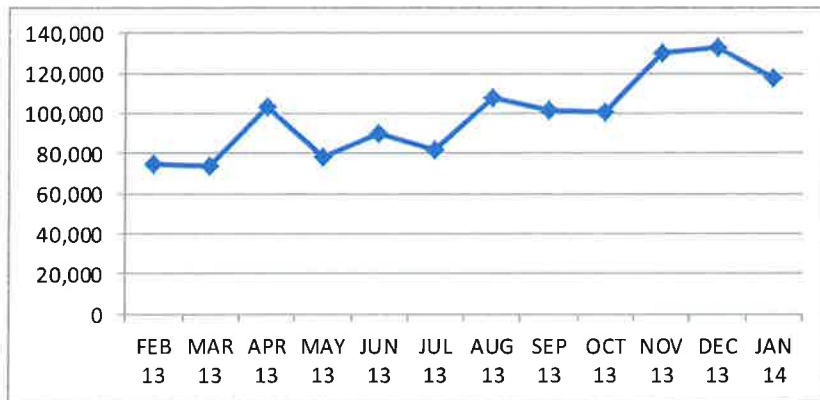
#### CURRENT

	Jan-14	YTD 13/14
BALBOA	4,941	36,490
CdM	4,027	27,926
MARINERS	23,455	158,506
CENTRAL	85,229	550,482
<b>TOTAL</b>	<b>117,652</b>	<b>773,404</b>



#### 12 Month Comparison

FEB 13	74,648
MAR 13	73,841
APR 13	103,181
MAY 13	78,111
JUN 13	90,239
JUL 13	81,775
AUG 13	108,229
SEP 13	101,712
OCT 13	101,072
NOV 13	130,163
DEC 13	132,801
JAN 14	117,652
<b>TOTAL</b>	<b>1,075,772</b>



### REFERENCE

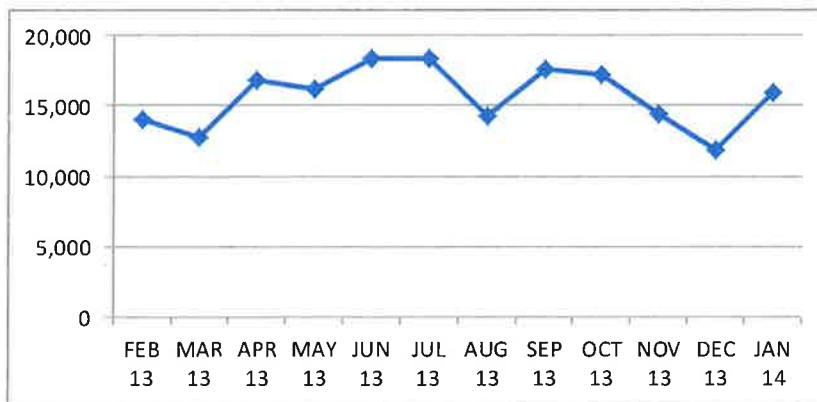
#### CURRENT

	Jan-14	YTD 13/14
BALBOA	632	4,648
CdM	720	5,136
MARINERS	4,997	34,379
CENTRAL	9,626	65,745
<b>TOTAL</b>	<b>15,975</b>	<b>109,908</b>



#### 12 Month Comparison

FEB 13	13,977
MAR 13	12,761
APR 13	16,795
MAY 13	16,255
JUN 13	18,324
JUL 13	18,383
AUG 13	14,315
SEP 13	17,626
OCT 13	17,281
NOV 13	14,416
DEC 13	11,912
JAN 14	15,975
<b>TOTAL</b>	<b>172,045</b>



SUNGARD PENTAMATION  
DATE: 02/26/2014  
TIME: 09:01:46

CITY OF NEWPORT BEACH  
EXPENDITURE STATUS REPORT

PAGE NUMBER: 1  
EXPSTALL

SELECTION CRITERIA: orgn.orgn2='4000' and expledgr.key\_orgn between '4010' and '4060'  
ACCOUNTING PERIOD: 8/14

SORTED BY: DEPARTMENT,1ST SUBTOTAL,ACCOUNT  
TOTALLED ON: DEPARTMENT,1ST SUBTOTAL  
PAGE BREAKS ON: DEPARTMENT

DEPARTMENT-4000 LIBRARY SERVICES  
1ST SUBTOTAL-700 SALARIES & BENEFITS

ACCOUNT	- - - - TITLE - - - -	BUDGET	PERIOD EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
7000	SALARIES - MISC	2,607,028.06	92,747.63	.00	1,611,001.75	996,026.31	61.79
7020	SALARIES - PART TIME	658,301.09	27,256.04	.00	392,894.59	265,406.50	59.68
7030	SALARIES - SEASONAL	203,622.01	8,657.53	.00	111,853.78	91,768.23	54.93
7040	OVERTIME, MISC & 1/2 TIM	1,883.00	.00	.00	380.37	1,502.63	20.20
7062	NIGHT DIFF, MISC	10,050.00	382.50	.00	6,159.50	3,890.50	61.29
7066	BILINGUAL PAY	1,800.00	.00	.00	969.22	830.78	53.85
7110	CAR ALLOWANCE	4,800.00	.00	.00	1,661.58	3,138.42	34.62
7114	CELL PHONE STIPEND EXP	3,000.04	78.47	.00	1,629.43	1,370.61	54.31
7210	HEALTH/DENTAL/VISION	673,104.00	23,999.00	.00	404,266.99	268,837.01	60.06
7211	HEALTH/DENTAL/VISION PT	5,000.00	2,407.20	.00	43,935.81	-38,935.81	878.72
7223	ANNUAL OPEL COST	130,386.75	10,865.55	.00	86,924.40	43,462.35	66.67
7227	RHS \$2.50 CONTRIB	40,872.98	1,045.38	.00	38,133.53	2,739.45	93.30
7290	LIFE INSURANCE	3,771.31	.00	.00	2,149.21	1,622.10	56.99
7295	EMP ASSISTANCE PROGRAM	848.04	.00	.00	483.42	364.62	57.00
7370	WORKERS' COMP, MISC	69,174.00	5,764.50	.00	46,116.00	23,058.00	66.67
7373	COMPENSATED ABSENCES	91,088.45	7,590.72	.00	60,725.76	30,362.69	66.67
7425	MEDICARE FRINGES	48,799.75	2,005.41	.00	33,009.35	15,790.40	67.64
7439	PERS MISC EE CNTREN	32,868.08	2,543.12	.00	43,671.86	-10,803.78	132.87
7440	PERS MISC ER CNTREN	452,089.15	16,655.87	.00	282,594.75	169,494.40	62.51
7445	MISC RETIRE CONTRIB	.00	-1,399.66	.00	-22,553.47	22,553.47	.00
7460	RETIREMENT PART TIME/TEM	20,417.08	1,747.53	.00	10,948.45	9,468.63	53.62
	TOTAL SALARIES & BENEFITS	5,058,903.79	201,531.41	.00	3,156,956.28	1,901,947.51	62.40
1ST SUBTOTAL-800 OPERATING EXPENSES							
8010	ADVERT & PUB RELATIONS	6,500.00	.00	.00	1,917.19	4,582.81	29.50
8012	PROGRAMMING	13,500.00	.00	.00	5,675.49	7,824.51	42.04
8020	AUTOMOTIVE SERVICE	6,000.00	.00	.00	1,256.65	4,743.35	20.94
8022	EQUIP MAINT ISF	7,061.16	588.43	.00	4,707.44	2,353.72	66.67
8024	VEHICLE REPLACE ISF	5,492.40	457.70	.00	3,661.60	1,830.80	66.67
8030	MAINT & REPAIR - EQUIP	12,600.00	.00	.00	8,158.09	4,441.91	64.75
8031	MAINTENANCE - COPIERS	4,000.00	554.40	.00	1,663.85	2,336.15	41.60
8033	PRINTER MAINT/SUPPLIES	4,000.00	.00	.00	.00	4,000.00	.00
8040	MAINT & REPAIR - BUILDIN	105,000.00	8,906.34	.00	52,777.49	52,222.51	50.26
8050	PSTGE,FREIGHT,EXPRESS NO	15,000.00	.00	.00	5,467.75	9,532.25	36.45
8060	PUBLICATIONS & DUES NOC	8,000.00	.00	.00	2,315.00	5,685.00	28.94
8070	RENTAL/PROP & EQUIP NOC	400.00	9.00	.00	162.23	237.77	40.56
8080	SERVICES-PROP & TECH NO	3,000.00	1,012.85	.00	1,362.85	1,637.15	45.43
8081	SERVICES - JANITORIAL	92,000.00	8,471.85	.00	64,222.99	27,777.01	69.81
8089	SVCS-CITY PRINT CONTRACT	5,425.00	.00	.00	255.48	5,169.52	4.71
8100	TRAVEL & MEETINGS NOC	5,625.00	.00	.00	3,744.80	1,880.20	66.57
8105	TRAINING	5,500.00	.00	.00	344.00	5,156.00	6.25
8112	UTILITIES - TELEPHONE	5,425.00	497.70	.00	2,779.18	2,645.82	51.23
8114	UTILITIES - NATURAL GAS	14,850.00	338.57	.00	3,682.94	11,167.06	24.80
8116	UTILITIES - ELECTRICITY	187,500.00	13,185.77	.00	132,019.26	55,480.74	70.41
8118	UTILITIES - WATER	18,400.00	1,285.52	.00	12,207.15	6,192.85	66.34
8140	SUPPLIES- OFFICE NOC	24,300.00	165.72	.00	10,366.62	13,933.38	42.66



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CITY OF NEWPORT BEACH  
EXPENDITURE STATUS REPORT

PAGE NUMBER: 2  
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ACCOUNTING PERIOD: 8/14

SORTED BY: DEPARTMENT,1ST SUBTOTAL,ACCOUNT  
TOTALLED ON: DEPARTMENT,1ST SUBTOTAL  
PAGE BREAKS ON: DEPARTMENT

DEPARTMENT-4000 LIBRARY SERVICES  
1ST SUBTOTAL-800 OPERATING EXPENSES

ACCOUNT	- - - - - TITLE - - - - -	BUDGET	PERIOD EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
8143	OFFICE SUPPLIES-CHILD PR	2,650.00	.00	.00	1,229.31	1,420.69	46.39
8144	SUPPLIES- COPY MACHINE	12,220.00	.00	.00	7,071.68	5,148.32	57.87
8150	SUPPLIES- JANITORIAL NOC	26,050.00	2,164.11	.00	19,168.10	6,881.90	73.58
8160	MAINT & REPAIR NOC	8,500.00	.00	.00	2,464.54	6,035.46	28.99
8200	SPECIAL DEPT SUPPLIES NO	15,500.00	350.15	83.00	14,218.78	1,198.22	92.27
8204	UNIFORM EXPENSE	100.00	6.16	.00	48.69	51.31	48.69
8260	LIBRARY MATERIALS	631,640.00	17,139.22	5,424.02	428,346.75	197,869.23	68.67
8311	HARDWARE-MONITOR/PRINTER	2,500.00	.00	1,510.52	93.40	896.08	64.16
8318	IT ISF OPERATING CHARGE	303,282.66	25,271.89	.00	202,175.12	101,087.54	66.67
8319	IT ISF STRATEGIC CHARGE	85,361.94	7,113.50	.00	56,908.00	28,453.94	66.67
8340	GENERAL INSURANCE	103,335.00	8,611.25	.00	68,890.00	34,445.00	66.67
8716	SPECIAL EVENT LIABILITY	4,500.00	1,188.00	.00	1,550.60	2,949.40	34.46
	TOTAL OPERATING EXPENSES	1,745,198.16	97,318.13	7,017.54	1,120,913.02	617,267.60	64.63
1ST SUBTOTAL-900 CAPITAL OUTLAY							
9000	OFFICE EQUIPMENT	14,541.65	1,036.77	.00	40,339.88	-25,798.23	277.41
	TOTAL CAPITAL OUTLAY	14,541.65	1,036.77	.00	40,339.88	-25,798.23	277.41
	TOTAL LIBRARY SERVICES	6,818,643.60	299,886.31	7,017.54	4,318,209.18	2,493,416.88	63.43
	TOTAL REPORT						

## BOARD OF LIBRARY TRUSTEES MONITORING LIST

Previously Scheduled Agenda Date	AGENDA ITEM	Suggested Scheduled Agenda Date
May 7, 2012	Review / Possible Revisions to the City Council Policies for the Library (ongoing)	Ongoing
Nov 4, 2013	Review of Library Expansion Donor Wall Naming / NBPL Foundation	
Nov 4, 2013	Library Material Selection	
Nov 4, 2013	Arts & Cultural Update	
Dec 2, 2013	Media Suite Update	
Jan 6, 2014	Critical Review of Online Database Resources & Services / Database Usage Report	
Feb 3, 2014	Annual Budget Update	
Feb 3, 2014	Downloadable Services	
	Branch Update - Balboa	Mar 3, 2014
Apr 1, 2013	Marketing Update	Apr 7, 2014
May 6, 2013	Library Wish Lists (Friends of the Library & Foundation)	May 5, 2014
	Branch Update - Corona del Mar	Jun 2, 2014
	Adult Services Update	Jun 2, 2014
	Information Technology Update	Jul 7, 2014
Jul 8, 2013	Election of Board of Library Trustees Officers	Jul 7, 2014
Aug 5, 2013	Review FY 2013/ 2014 Holidays / Meeting Schedule	Aug 4, 2014
	Branch Update - Mariners	Sep 2, 2014
	Children Services Update	Sep 2, 2014
Aug 5, 2013	Newport Beach Public Library Website & Social Networking Update	Sep 2, 2014
Oct 7, 2013	Literacy Program Update	Oct 6, 2014
	Review and Prioritize List of Capital Expenditure Items	Oct 6, 2014

Revised 2/25/2014

**TO:** BOARD OF LIBRARY TRUSTEES

**FROM:** Library Services Department  
Tim Hetherton, Library Services Director  
949-717-3810, [thetherton@newportbeachca.gov](mailto:thetherton@newportbeachca.gov)

**PREPARED BY:** Tim Hetherton

**TITLE:** Request to accept Newport Beach Public Library Foundation Gift,  
Friends Room Chairs

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**ABSTRACT:**

The Library Foundation has offered to donate new chairs as a much-needed enhancement to the Friends Room that will benefit the many customers who attend programs.

**RECOMMENDATION:**

Staff recommends that the Library Board accept the gift.

**FUNDING REQUIREMENTS:**

No funding requirement.

**DISCUSSION:**

The chairs currently in use in the Friends Room were acquired from the OASIS Senior Center. The design of these chairs present a tripping hazard because the legs extend outwards from the seat of the chair. Because of their design and weight, they are difficult to stack and move. The padded seats show wear and have permanent indentations in the cushions from being stacked. They are unfortunately not up to par with our excellent facilities.

The Foundation Board has identified modern, lightweight, stackable chairs that fit the décor of the Friends Room. The chairs will update the Library's primary space for public gatherings. They are comfortable, easy to clean, and do not present a tripping hazard. The total cost for 220 SitOnIt *Inflex* chairs, 10 chair trolleys, and delivery is \$31,471.20. The Foundation has offered to purchase these chairs for the Library. With the Library's emphasis upon increased programming, and the high use of the Friends Room, staff recommends that the Library Board of Trustees accept the gift.

**NOTICING:**

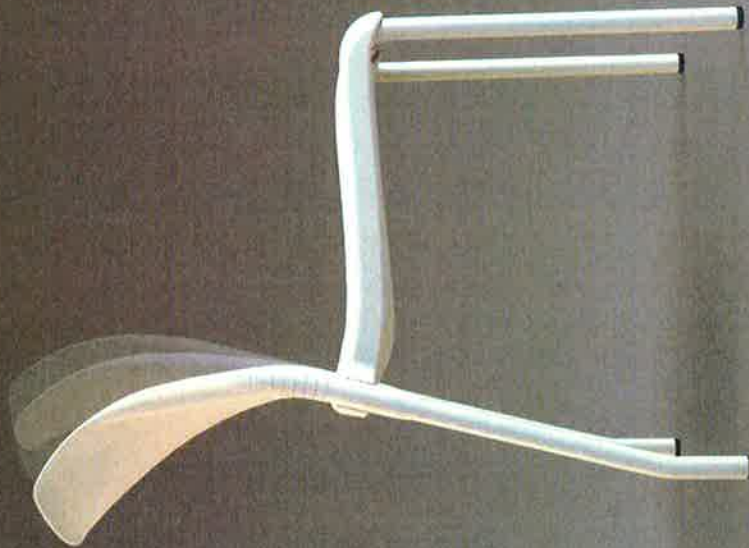
This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

Submitted by:

Tim Hetherton,  
Library Services Director

# FORM MEETS FLEX.

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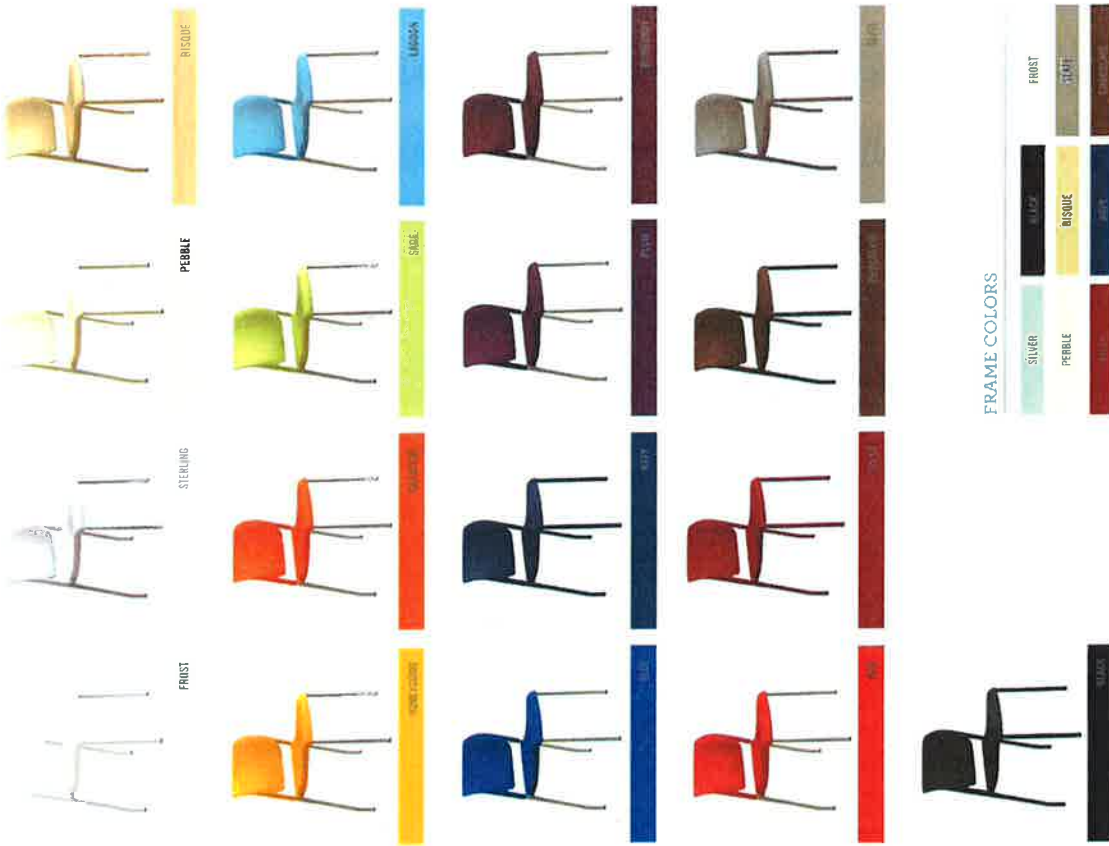


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## FRAME COLORS



**TO:** LIBRARY BOARD OF TRUSTEES  
**FROM:** Melissa Kelly, Library Support Services  
**TITLE:** Budget Clarification in regards to PERS accounts

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The following information was provided by Susan Giangrande, Budget Manager for the City of Newport Beach

*The City has always budgeted for retirement benefits at the amount that is paid for by the City or the total City cost. We have never reflected the employee contributions in our budget methodology which, due to Council efforts, have increased significantly over the past several years. The City is changing the budget methodology for pension costs by increasing expenditure appropriations so that the sum of employee and employer rates tie to the rates as set forth by PERS in the annual actuarial valuation. The pension contributions made by employees via payroll deduction will be shown as a negative so that the net of all three accounts will reflect the actual City pension cost. This change in budget methodology will provide greater transparency to the pension contributions made by employees.*

*PERS Employee Rate (Acct 7439)  
PERS Employer Rate (Acct 7440)  
Less Employee Contribution (Acct 7445)  
Total City Cost*

PARS Retirement Part Time/Temp (Acct 7460) is for retirement expense for part-time employees not in PERS. The City makes a matching 3.75% contribution on behalf of the employees.